

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES

VEHICLE INDUSTRY NEWS

VIN 2003-14

Subject : Miscellaneous Information

Purpose

This memo provides information regarding:

- DMV Automated E-Mail System
- New Online Industry Information
- Plate Fee Change

DMV Automated E-Mail System

In June 2003, DMV initiated a pilot Automated E-Mail System on our website at www.dmv.ca.gov/contacts.htm. The system provides customers with answers to general questions using automated responses. Topics include driver license, identification card, and sales person licenses; vehicle registration; commercial industry questions; and other general information topics, such as DMV forms. The system does not respond to individual record-specific questions or more than one question per e-mail.

New Online Industry Information

Industry Handbooks and Vehicle Industry News (VIN) memos are now available on the DMV internet website at www.dmv.ca.gov. On the website select *Vehicle Industry & Commercial Permits* and under Industry Information select *Vehicle/Vessel Registration Procedures* (*or go to www.dmv.ca.gov/vr/dealer_regservice.htm). The purpose of this new section is to provide up-to-date vehicle registration information to dealers, dismantlers, and registration services. In the future more information will be added to the website including the Vessel Handbook. DMV hopes this information will help you to serve your customers better.

***NOTE:** Specific web addresses are subject to change.

Plate Fee Change

The \$1 reflectorized plate fee will **no longer** be collected on the following Special Interest plates:

- Arts ELP Duplicate
- Arts Sequential Substitute
- Prisoner of War (POW) Duplicate

Distribution

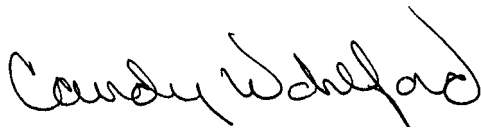
This memo was distributed in SEPTEMBER 2003 to the following:

- Dealers
- Registration Services

Contact

Contact the DMV Customer Communications Section at (916) 657-6560 for further clarification of this memo.

Upon request, this document can be produced in Braille or large print.

A handwritten signature in black ink, appearing to read "Candy Wohlford". The signature is fluid and cursive, with a large loop at the end.

CANDY WOHLFORD, Deputy Director
Communication Programs Division